



October 16, 2020

Fellow physicians and healthcare professionals:

The last several months have been unlike any other in our lifetime as we are navigating this pandemic together. However, I believe we are emerging on the other side in a stronger, better state. As we continue along this new normal together, I want to share two updates with you regarding reactivating standard authorization processes and new programs for your CarePlus patients to support the care they receive from you.

### **Reinstating Authorizations for COVID-19 Diagnoses**

CarePlus is reinstating authorization requirements for COVID-19 related diagnoses for CarePlus members. We are providing advanced notice so you can prepare for this change. **We will reinstate authorization requirements on COVID-19 diagnoses for authorizations requested on or after Oct. 24, 2020.**

This return to our standard authorization policy applies to participating/in-network and non-participating/out-of-network providers. As we resume regular authorization processes, we will continue to monitor local situations and adjust policy accordingly.

Please note: CarePlus continues to waive out-of-pocket costs related to COVID-19 testing. Additionally, CarePlus will waive out-of-pocket costs related to treatment for **confirmed** cases of COVID-19. These cost share waivers apply to all CarePlus members. Finally, there are no prior authorization requirements related to COVID-19 testing.

In order to ensure your COVID-19 related claims are processed appropriately, please follow the CDC guidance on diagnosis coding. Please make every effort to document diagnosis information accurately to ensure that the correct member cost share waiver(s) are applied.

### **New Programs to Support Your Care Through the Pandemic**

We continue to take actions to help support your treatment plans and to protect, inform and care for your CarePlus patients – especially to support them with access to care for managing their health.

- **Access to at-home COVID-19 testing.** CarePlus has collaborated with LabCorp® to offer at-home COVID-19 test kits. For more information about the at-home test kits, please contact your designated Provider Services Executive.
- **At-home preventive screening kits.** We mailed preventive care screening test kits to in need CarePlus members. These kits provide CarePlus members with a convenient way to complete a screening for colorectal cancer, HbA1c and kidney checks from the comfort and safety of home. You will be notified of the results for your patients who complete the screening, so you can prioritize follow-up with patients whose results are out of range. Members received the kits at no cost, nor will costs for test completions be included in claims for risk-based providers.
- **Proactive care outreach to support members' social needs.** Since March, we have been proactively outreaching our managed members in our medical plans to identify and address social needs, and we are continuing our outreach today. Our Care teams identified key gaps in



medication availability, transportation to care, and access to food. Meal delivery services continue to be available for members who qualify. As of Sept. 1 a mid-year benefit enhancement, our Healthy Foods Card program, became available to our dual-eligible special needs plan (D-SNP) members under flexibility granted by CMS. For resources to share with patients, visit CarePlus' Provider COVID at <https://www.careplushealthplans.com/careplus-providers/coronavirus> and click on "Patient Resources".

- **Encouraging members to get their flu shots early this year.** If you are not providing the flu shot in your clinics or have limited access to flu vaccines, your CarePlus-covered patients can also get their flu shots at any in-network pharmacy offering immunization services. You can refer patients to our online searchable directory, "Find a Provider," at [www.careplushealthplans.com/pharmacy-finder](http://www.careplushealthplans.com/pharmacy-finder) to find in-network pharmacy locations.

We will continue to monitor the progression of COVID-19, and update you about resources and benefits that affect your patients and policies and processes that affect your organizations as this public health crisis evolves.

From all of us at CarePlus, we extend a heartfelt thank you for everything you do for our members and for the country as we confront this crisis and emerge on the other side, stronger.

If you have additional questions about the above procedures and actions, please refer to our Provider COVID website at <https://www.careplushealthplans.com/careplus-providers/coronavirus>, contact your designated Provider Services Executive or call our Provider Operations inquiry line at 1-866-220-5448, Monday through Friday from 8:00 a.m. to 5:00 p.m.

Sincerely,

A handwritten signature in black ink, appearing to read "Madeleine", written over a horizontal line.

Madeleine Rodriguez-Alonso, MD  
*Regional VP, Health Services*  
*Chief Medical Officer*